

.....

Suggestions for Using “How I Like To Be Treated”

Objectives:

- Identify one’s own behavioral preferences and expectations of others
- Increase awareness of the cultural influences on those preferences
- Empathize with those who hold different expectations

Intended Audience:

- Individuals wanting to increase their own sensitivity to cultural differences
- Trainees in diversity seminars
- Managers desiring better communication and relationships with diverse employees
- Workgroup members attempting to overcome cultural obstacles with co-workers and customers/clients

Materials:

- Copies of the worksheet, *How I Like To Be Treated*

Processing the Activity:

- Ask individuals to check their own preferences, adding others if desired.
- Have them also jot down their typical reactions to not being treated as desired.
- Discuss, in small groups or together as a whole group, how culture influences these preferences.
- Ask individuals to share “war stories” about examples of differences in preferences.
- Lead group discussion of the consequences for individuals and work relationships when individuals do not give or get the desired treatment.

Questions for Discussion:

- Which did you check? Which did you not check?
- What preferences did you add to the list?
- How/where did you acquire these preferences?
- Which preferences pertain to the mainstream culture of your organization?
- What happens if you don’t get the behavior you want? How do you feel? How do you react?
- What does this tell you about dealing with and managing diverse individuals?

Caveats, Considerations, and Variations:

- To avoid arguments and polarization over which of these behaviors are *right* or *better*, explain that they are individual preferences, each with upsides and downsides.